Dock Permitting
Kaizen Report Out

"Docks 'R' Us"

February 7 – 10, 2011

The Opportunity

Rich Jordet

Team " Docks 'R' Us"

Holly Rittgers

Team Members
Holly Rittgers

Facilitators	**Chris Van Gorp, DNR**
	Michelle Wilson, CRD
Members	**Sue O'Loughlin, District Secretary**
	Wendy Sander, District Secretary
	Kathryn Atkinson, District Secretary
	Holly Rittgers, District Secretary
	Bill Collins, Law Enforcement
	Jennifer Lancaster, Law Enforcement
	Rich Jordet, Law Enforcement
	Gary Owen, Law Enforcement
	Randy Schnoebelen, Law Enforcement
	Ben Bergman, Law Enforcement
	Susan Stocker, Law Enforcement
	Ashley Briant, IT
	Randy Holl, Lake Panorama Assoc.

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Scope
Jennifer Lancaster

➢ This event will cover the dock permitting process from the point where an entity (person, CCB, company, HOA, etc.) wants to put or keep a dock on public waters (outside of Dock Management Areas) until the dock is permitted and signage is posted on the dock.

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Goals
Susan Stocker

1. 100% of officers and staff understand the dock permitting process.

2. 75% of applications are submitted correctly the first time.

3. 100% of Class I permits due 12/15/2011 are renewed electronically.

4. Reduce turnaround time for permit issuance by 25%.

Objectives
Sue O'Loughlin

1. A uniform process and interpretation of the dock rule (among DNR staff and between DNR and ACOE).
2. A user friendly electronic application system.
3. Review and update as needed paper applications.
4. Improve communication with permittees.
5. Develop education plan (including in DNR publications) for permittees, realtors, dock builders, marinas, etc.
6. Lessen the amount of paperwork.
7. Review CO/Supv. Signatures requirements on Class I permits.
8. Determine a reasonable timeframe for application review and approval.
9. Ability to renew dock permits electronically.
10. Ability to pay online for permits.

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Kaizen Methodology

Kathy Atkinson

- ➢ Clear objectives
- ➢ Team process
- ➢ Tight focus on time
- ➢ Quick & simple
- ➢ Necessary resources immediately available
- ➢ Immediate results (new process designed by end of week)
- ➢ 5S "mindset"--use the steps to support the event activities
  - ➢ Sort, Set in order, Shine, Standardize, Sustain

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Current Process
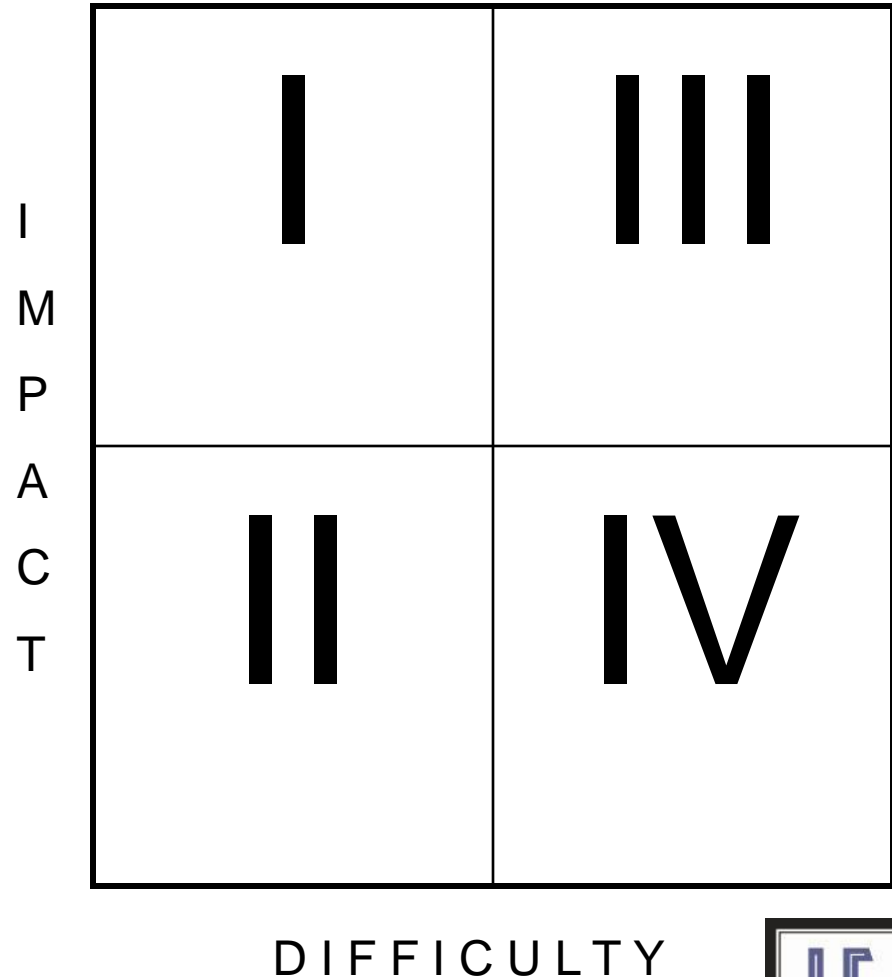**Gary Owen**
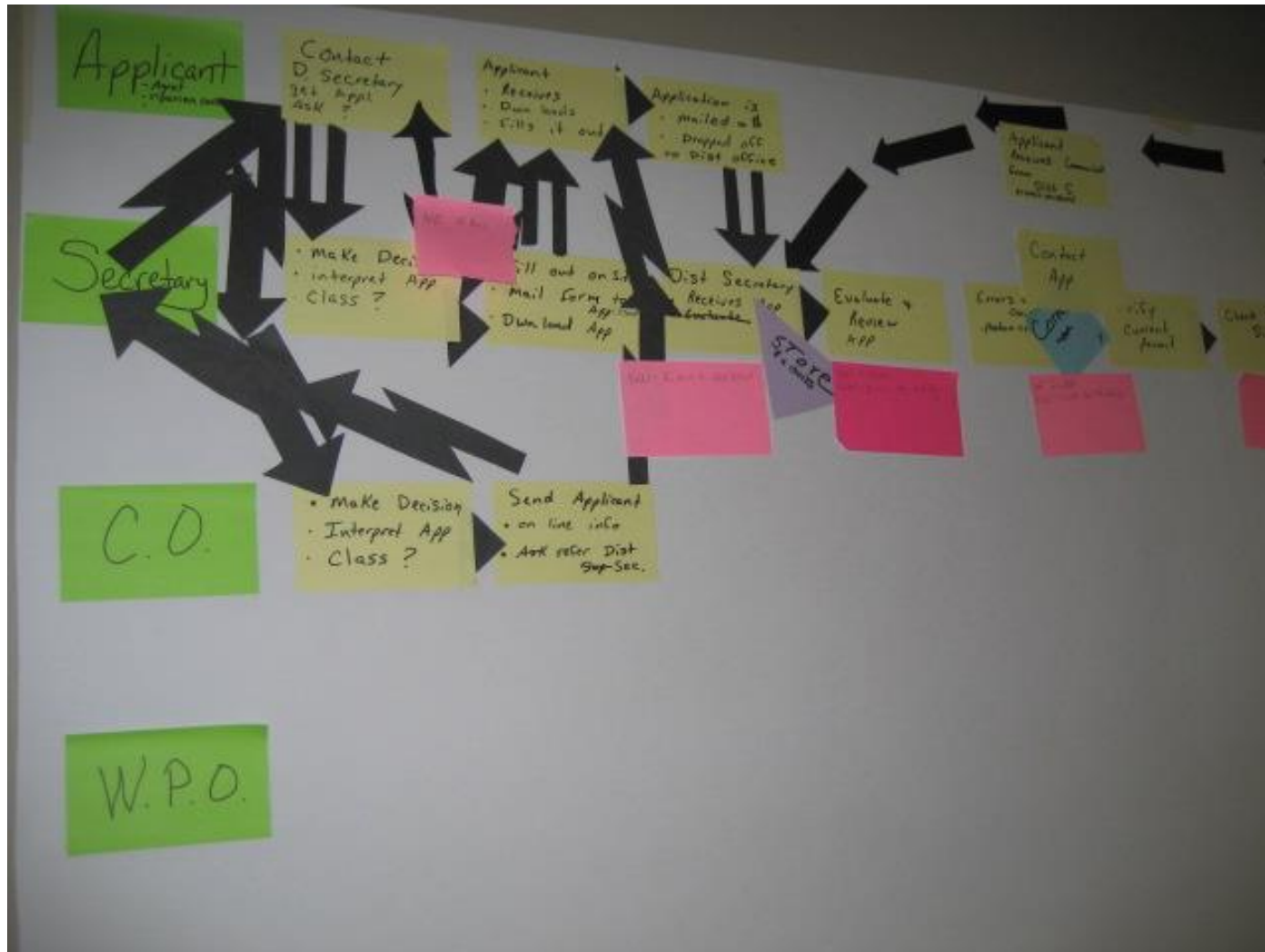
Brainstorming
Bill Collins

- ➢ A simplified User-friendly database
- ➢ 1 week timeline for application to permit
- ➢ Digital flights taken of water bodies in the summer when docks are out, linked to County assessors' website data
- ➢ You Tube video or pop ups on the database to help people learn how to appropriately complete the dock permit application
- ➢ Searchable, waterproof system that can be accessed by staff in the field that would include GPS, aerial photos, dock database and County Assessor's site

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De-selection Process
Randy Schnoebelen

- Identifies
  - Impact to customer
  - Difficulty implementing

- Helps to rate/ rank solutions to resolve issues while identifying ease of implementation

I M P A C T

| I | III |
| II | IV |

D I F F I C U L T Y

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New Process
Ben Bergman

Results

Ashley Briant

	Current	New	% Change
Total Steps	•If process is approved no problems – 22 •Process if information requested from Secretary – 26 •Process if inspection request for CO and inspection approved – 29 •Inspection request for CO and inspection not approved - 36	•Best – 7 •Worst – 11	**-68%**
Average Delay Time - Days	**2 - 80**	**1 - 20**	**- 50%-75%**
Value Added Steps	**1 (4.5%)**	**1 (14.3%)**	**+10%**
Decisions	**6**	**4**	**-33%**
Loop Backs	**2**	**1**	**-50%**
Total Handoffs	**7-11**	**3-5**	**-60%**
Lead Time - Days	**13.5 – 54**	**1-10**	**-92%**

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Homework

Wendy Sander

Item	Item Description	Person Responsible	Due Date
1	Evaluate and update the DNR website – create layout for new dock permitting page & create new generic email for each district (dockmaster@dnr.iowa.gov)	Tracy F, Sue, Susan, Jennifer	April 2011
2	Implement the Database schedule	Ashley, Wendy, Rich, Sue, Testing – Holly, Kathy	November 2011
3	Develop an Education Plan for applicants	Kathy, Randy, Ben, Susan, Bill, Holly	November 2011
4	Develop an Education Plan for staff	Gary, Wendy, Rich, Bill	November 2011
5	Investigate & secure funding	Michelle, Chris	By 30 day follow up
6	Electronic Field Inspection for all CO's	Gary, Bill, Rich	November 2011
7	Open communication with ACOE	Kelley, Bill, Jennifer, Susan	July 2011
8	Review of the rules and permit fees	LE & Fisheries Management, Kelley, Susan	May 2011
9	Update current dock application forms (paper format)	Wendy	April 2011

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Team Member Experience

Kathy Atkinson

Gary Owen

Sue O'Loughlin

Comments

Chris Van Gorp

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We welcome your questions and comments!